

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 28, 2013

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554

***Re: California Public Utilities Commission Telecommunications Relay Service  
Transmission of 2012-32 Customer Complaint Log Summaries;  
Substantive Changes to the California TRS Program; Docket No.03-123***

Dear Ms. Dortch:

The California Public Utilities Commission (CPUC), by this letter, is transmitting to the FCC copies of the California Telecommunications Relay Service (TRS) customer complaint log summaries.

**Complaint Log Summaries**

Attached to this letter are copies of the TRS customer complaint log summaries for the two providers of telecommunications Relay Service (TRS) in California – AT&T and Hamilton. In addition, we are transmitting a copy of the complaint log summary prepared by our contract administrator for the CPUC's Deaf and Disabled Telecommunications Program (DDTP). All of these summaries cover the period from June 1, 2012 through May 31, 2013. We are submitting these summaries electronically, as FCC staff has requested in the past. If the FCC wishes to receive the files on disc and/or by hard copy, please notify me and I will send them in that format as well.

We believe that these summaries conform to the FCC's guidelines for submission. If FCC staff has any questions about the attached summaries, please do not hesitate to contact me by e-mail at [helen.mickiewicz@cpuc.ca.gov](mailto:helen.mickiewicz@cpuc.ca.gov), or by telephone at 415.703.1319.

Sincerely,

/s/ HELEN M. MICKIEWICZ

Helen M. Mickiewicz  
Assistant General Counsel  
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